

Friday 5<sup>th</sup> May 2023

Dear Patient

We are writing to inform you of important developments at the practice, which we hope will enhance your experience of receiving care.

Since we took over the practice in September 2022, we have been working diligently to make improvements. A natural part of that plan is changing the name from Spectrum Health to Severn Surgery, which we did on the 17th April 2023.

We have also developed a new website which is more accessible and informative. Good communication with our patients is important to us, and we feel that having a website which provides these key elements is critical to improving access to the practice. Our website address is now [www.severnsurgery.com](http://www.severnsurgery.com). We encourage you to access the website, where possible, to stay informed with what is happening at the practice and how to access services provided.

Our email address has also changed to [severn.surgery@nhs.net](mailto:severn.surgery@nhs.net). Don't worry, any emails sent to the previous email address will automatically be forwarded to the new email address for a short period of time. However, please update the contact details you hold for the practice to the new email address to ensure your messages reach us in the future. Our phone number remains the same.

You may have also noticed some changes in the practice, including the removal of the flags and changes to the sign.

When you next visit the practice, you may notice some staff changes – with some new and old faces. We are very excited that some of the experienced members of staff who used to work at Severn Surgery, such as Julie Garner, have returned to the practice. Our new staff are very keen to learn and are a mixture of experienced and new recruits to Primary Care.

We have appointed a new practice manager, Miss Ella Wilson, who will be working alongside us in improving the services delivered at the practice.

We are also re-establishing our Patient Participation Group (PPG), which we wrote to you about in December 2022. We are happy to announce that Mr Eric Charlesworth has been appointed our PPG chair, with Mr Sanjay Kachhela as Co-Chair.

The PPG is a great way to build stronger relationships between patients and practice staff. By working together, we can share ideas to help improve further the services offered at the practice. More information about the PPG and how to join is on the website. If you would like to know more, please ask a member of staff or email us at [severn.surgery@nhs.net](mailto:severn.surgery@nhs.net).

This practice has gone through a lot of changes, and we would like to take this opportunity to thank you and our staff for continuing to support us. We would like to ensure that the services at the practice are tailored to your needs and we re-establish ourselves as a cornerstone of the community once more.

To assure you, the focus of the practice remains on improving your health and wellbeing and we will be writing again to you in the very near future with more exciting news.

Yours sincerely

The team at Severn Surgery



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MONDAY - FRIDAY  
8:00am - 6:30pm

0116 271 9042  
[severn.surgery@nhs.net](mailto:severn.surgery@nhs.net)